

CAPPS HR/Payroll Service Requests (SRs) Report

Date of Report: 01/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Module Name	Status	Count of Module
CA Commitment Accounting		27
ELM		37
Employee Self Service (ESS)		4
ESS Employee Self-Service		1
HR Human Resources	Assessment	24
	Assigned	107
	Awaiting Customer	29
	In Work	37
	Rework	2
HR Human Resources		199
Interfaces		11
Learn		3
Mgr Self Service (MSS)	Assessment	1
	Assigned	4
	In Work	6
Mgr Self Service (MSS)		11
MSS Manager Self-Service		1
PeopleTools		6
Performance Mgmt		24
POS Position Control		3
PY Payroll	Acceptance Testing	3
	Assessment	11
	Assigned	142
	Awaiting Customer	16
	In Work	38
	System Test	3
PY Payroll		213
Recruiting		27
Reports		32
Security		18
SPRS Payroll		1
TL Time and Labor		177
Grand Total		795

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Status	Count of Module
Acceptance Testing	5
Assessment	53
Assigned	454
Awaiting Customer	72
In Development	3
In Work	192
Rework	8
System Test	8
Grand Total	795

Active SRs by Priority and Module

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance.)

Priority	Module Name	Count of Module
High	CA Commitment Accounting	1
	ELM	3
	HR Human Resources	17
	Interfaces	2
	PeopleTools	1
	Performance Mgmt	3
	PY Payroll	27
	Recruiting	1
	Security	8
	TL Time and Labor	8
High		71
Medium		386
Low		338
Grand Total		795

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance.)

Status	Count of Status
Acceptance Testing	2
Assessment	6
Assigned	29
Awaiting Customer	2
In Development	1
In Work	26
Rework	3
System Test	2
Grand Total	71

All SRs by Status

(Includes Closed, Completed after 12/01/2020.)

Status	Count of Status
Acceptance Testing	5
Assessment	53
Assigned	454
Awaiting Customer	72
Closed	24
Completed	504
Governance	1
Hold	16
In Development	3
In Work	192
Rework	8
System Test	8
Grand Total	1340

CAPPS HR/Payroll Trend Report – Service Requests

Dec. 2019 – Dec. 2020

Status	Dec 2019	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC 2020	Totals
Opened	571	572	589	634	583	474	504	784	640	826	751	590	522	8040
Closed	600	662	583	627	584	475	562	674	520	935	784	581	528	8115

